

Chief Information Officer

Business Services

“MOVERS AND SHAKERS”



Team Roster

**Nicole Boone
Mary Haldane
Rakesh Patel
Michelle Washington**

**Joy Burton
Joseph Miranda
Carol Seifert**

**Harry Feely
Paul Pesavento
Jennifer Sheffer**

**Dee Goldsmith
Tom Pestka
Marguerite Roland**

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	72.9	74.2			
	Customer Survey					
EMPLOYEE SATISFACTION		3.45	3.68			
UNIT COST	Your Contribution		1.74		1.71	

Contributions

Status

1. 90% or more of all Mod Partner contract actions performed by the COR from 10/1/01-9/30/02 are within the established performance standards for timeliness. (Goal: UC, ES, CS)	
2. Ensure that each Clinger-Cohen Act Investment Management Phase (Select, Control, Evaluate) is implemented in FY02 (due date: 9/30/02). (Goal: UC, ES, CS)	
3. Ensure that all FSA Information Technology Investment Management Operating Procedures are followed during FY02 (due date: 9/30/02). (Goal: UC, ES, CS)	